

**Procedure Section:** Operational  
**Procedure Title:** Transportation Services Evaluation  
**Procedure Number:** RCJTC AP.04.03  
**Date Published:** December 20, 2013  
**Date Reviewed:**  
**Year of Next Review:**

~ S A M P L E ~

## TRANSPORTATION SERVICES EVALUATION FOR SCHOOLS

Please complete this short voluntary evaluation. Our service level is important to us and this evaluation process will allow us to review and adjust our performance where required. Additional comments are welcome. Thank you.

**School:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Representative:** \_\_\_\_\_ **Title:** \_\_\_\_\_  
**Transportation Operators:** A. \_\_\_\_\_ B. \_\_\_\_\_  
                                                  C. \_\_\_\_\_ D. \_\_\_\_\_

Please rate using one (1) as the least favourable to five (5) the most favourable.

### RCJTC Department

- |                                  | Inadequate                 |                            |                            |                            |                            | Useful |  |  |  |  |
|----------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|--------|--|--|--|--|
| 1. <b>Safety</b>                 |                            |                            |                            |                            |                            |        |  |  |  |  |
| (a) First Ride Program           | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |        |  |  |  |  |
| (b) Bus Patrol Program           | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |        |  |  |  |  |
| (c) Inclement Weather Operations | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |        |  |  |  |  |
| (d) Bus Evacuation Drills        | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |        |  |  |  |  |

Comments:

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- |                                | Bad                        |                            |                            |                            |                            | Good |  |  |  |  |
|--------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------|--|--|--|--|
| 2. <b>Service</b>              |                            |                            |                            |                            |                            |      |  |  |  |  |
| (a) September Start Up Issues  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |      |  |  |  |  |
| (b) Day to Day Operations      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |      |  |  |  |  |
| (c) Parental/Guardian Concerns | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |      |  |  |  |  |
| (d) School and Other Issues    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |      |  |  |  |  |
| (e) Follow Up/Notification     | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |      |  |  |  |  |

Comments:

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## Transportation Operators

### 3. Policy and Procedure Compliance

#### (a) Student Discipline Reporting

	Ineffective			Efficient	
Operator A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator C	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator D	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

#### (b) Complies with RCJTC Procedures

	Ineffective			Efficient	
Operator A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator C	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator D	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

#### (c) Provides Notice of Late Vehicles

	Ineffective			Efficient	
Operator A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator C	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator D	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

#### (d) Follow Up on Complaints

	Ineffective			Efficient	
Operator A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator C	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator D	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Comments:

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### 4. Operations

#### (a) Accessible/Phone/Fax/E-mail

	Bad			Good	
Operator A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator C	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator D	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

#### (b) Vehicles Arrive on Time

	Bad			Good	
Operator A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator C	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Operator D	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
(c) Vehicles Depart on Time	<b>Bad</b>				<b>Good</b>
Operator A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator C	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator D	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
(d) Vehicle Accident Handling	<b>Bad</b>				<b>Good</b>
Operator A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator C	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator D	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
(e) Provision of Route/Student Data	<b>Bad</b>				<b>Good</b>
Operator A	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator C	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Operator D	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Comments:

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### Related RCJTC Policies

- P.01            Transportation Policy
- P.03            Safety Policy
- P.04            Operational Policy

### Related RCJTC Administrative Procedures

- AP.01.29       School Vehicle Complaint Flow Chart
- AP.01.40       Responsibility of Transportation Operators Procedure
- AP.01.81       Inclement Weather, School Closure, and Emergency Evacuation  
Transportation Arrangements
- AP.03.01       RCJTC First Ride Program Procedure
- AP.03.04       Bus Evacuation Procedure
- AP.03.07       Vehicle Collision/Disruption/Near Hit Reporting Procedure

### Related RCJTC Forms

- F.01.29       School Vehicle Complaint
- F.03.07.1       Collision Report Form
- F.03.07.2       Disruption Report Form
- F.03.07.3       Near Hit Report Form

F.04.03      Transportation Services Evaluation for Schools